

# 2023

## Annual Report

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# City Officials



**JEREMY YAMAGUCHI**

MAYOR



**KEVIN KIRWIN**

MAYOR PRO TEM



**WARD SMITH**

COUNCIL MEMBER



**RHONDA SHADER**

COUNCIL MEMBER



**CHAD WANKE**

COUNCIL MEMBER

**ROBERT S. MCKINNELL**

CITY CLERK

**KEVIN A. LARSON**

CITY TREASURER

**DAMIEN R. ARRULA**

CITY ADMINISTRATOR



# About Us

Our dispatch center is staffed 24-hours a day, 365 days a year. The personnel of our department work tirelessly to dispatch all police, fire and medical services to the residents and visitors of Placentia. The Communications Center personnel are all certified in emergency medical and fire dispatching, as well as Peace Officer Standards & Training certified to process law enforcement incidents. Newly hired staff participates in a 3-4 week orientation classroom training, then live on-the-job training for approximately six months.





# Vision And Mission

## Vision

- We aspire to become a communications center who is respected and admired by our public safety peers and the citizens of Placentia. We want to do the right thing, at the right time, for the right reason.

## Mission

- Our Public Safety Communications Center is committed to providing exceptional service to the citizens and responders of the City of Placentia using the highest standards to protect life and property.

# Meet Our Team



## **STEFANIE ACOSTA-REYES** MANAGER

Stefanie started her career with Placentia in 2020, just prior to the city taking over medical and fire dispatching responsibilities from the County. Prior to Placentia, Stefanie worked at an agency within San Bernardino County for 15 years as a police and fire dispatcher and supervisor.



## **MEGAN RODRIGUEZ, MEGAN HEREDIA, SAMUEL AHUMADA** SUPERVISORY TEAM

Our supervisory team is comprised of three experienced team members who together have over 20 years of dispatching experience in various communications centers. Megan Rodriguez began her career in Placentia in 2016, Megan Heredia is a lateral employee who came from a Los Angeles County multi-discipline agency, and Samuel brings his expertise to Placentia from another Orange County fire dispatch agency.



## **TEAM 1, 2, 3 AND 4** DISPATCH PERSONNEL

The Communications Center is staffed by 12 full-time dispatchers and 3 part-time dispatchers who work 10 and 12 hour shifts to provide dispatch center coverage 24-hours a day, 365-days a year. Each of the dispatchers are certified in CPR, emergency medical and emergency fire dispatching, and are members of the State of California Commission on Peace Officer Standards & Training.



# Dispatch Operations



Using software provided by the State of California Office of Emergency Services, call data is provided to each public safety answering point (PSAP). The data for 2023 shows our center received, answered and processed:

- 14,729 9-1-1 calls for service
- 43,396 non-emergency calls for service

The National Emergency Number Association (NENA) has developed standards of practice for answering 9-1-1 calls. These standards dictate:

- Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within ( $\leq$ ) fifteen (15) seconds.
- Ninety-five percent (95%) of all 9-1-1 calls SHOULD be answered within ( $\leq$ ) twenty (20) seconds.

Our Communications Center continues to exceed the national standard.

**98.6%**

Placentia Public Safety Communications Center 2023 average for answering 9-1-1 calls within 15 seconds.

**98.9%**

Placentia Public Safety Communications Center 2023 average for answering 9-1-1 calls within 20 seconds.



# Training & Development

## Training

- As part of our division's ongoing training process, each employee is required to attend training courses presented by Peace Officer Standards and Training (P.O.S.T)
- To keep our fire and medical dispatching skills current, our staff is required to complete Continued Dispatch Education (CDE) credits throughout the year.

## Development

- Monthly training topics are created and distributed to each staff member to introduce new information, enhance their current dispatch knowledge, and develop their skillset. These employee development topics typically range from defining public safety terminology, review of procedural operations, and explaining equipment capabilities.

# Life Saving Achievements

Our Communications Center staff understands the vital role they play in the chain of survival each day.

This year, our center celebrated four employees for providing life saving measures while processing various medical incidents.

Each employee receives a certificate, a lapel pin, and a leaf on our Tree of Life when a successful CPR save is determined.

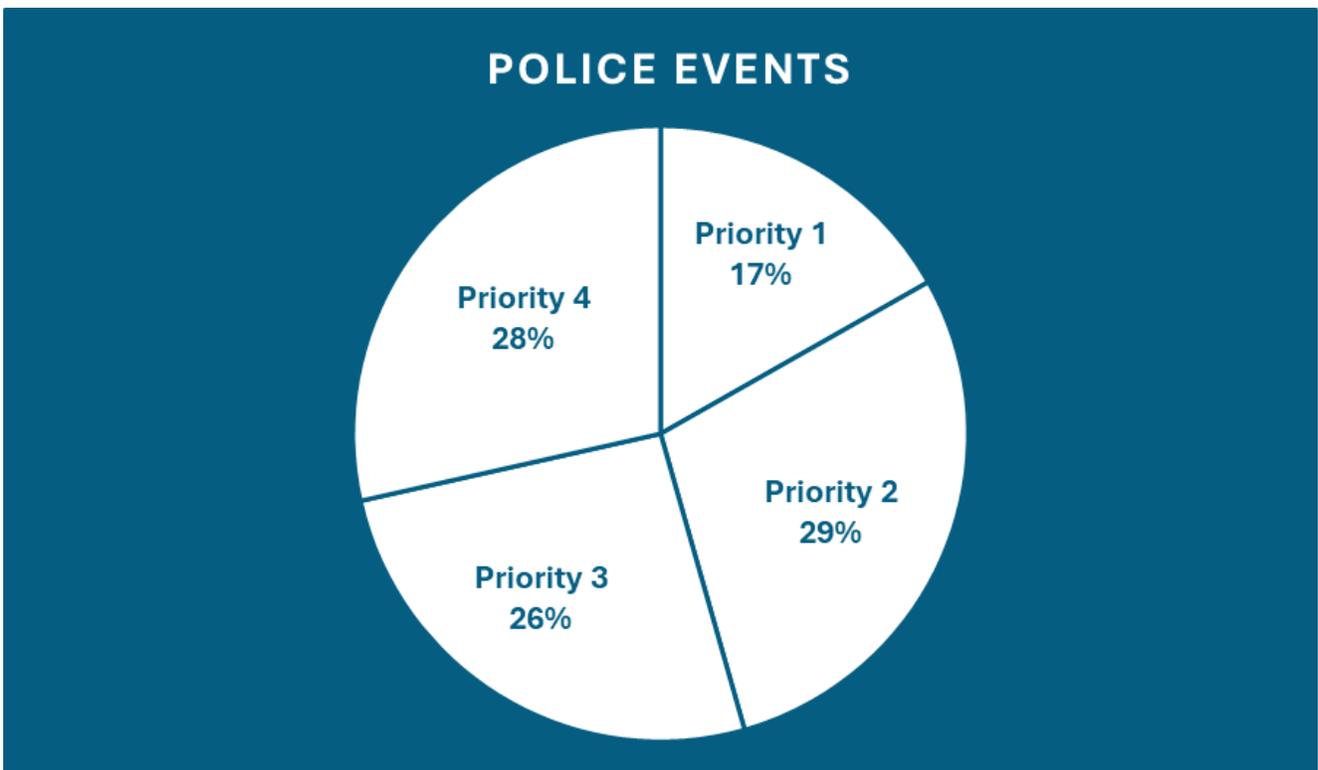


# Police

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For the calendar year, our center triaged and generated over 31,000 police events.

The calls for service for our police responders remained consistent with previous years. The chart below displays the police events that are separated into four priorities. Priority 1 incidents are those that encompass crimes in progress or life-threatening emergencies. Priority 2 events are those that do not require an emergency response but should be dispatched as soon as possible due to the time element involved and seriousness of the crime. When a time element involved indicates no threat to persons or property events are labeled as a Priority 3. Events that are low risk or administrative in nature are categorized as Priority 4 incidents.



Priority 1- Threat to life or in progress crime  
Priority 2- Just occurred crimes, no immediate threat to life

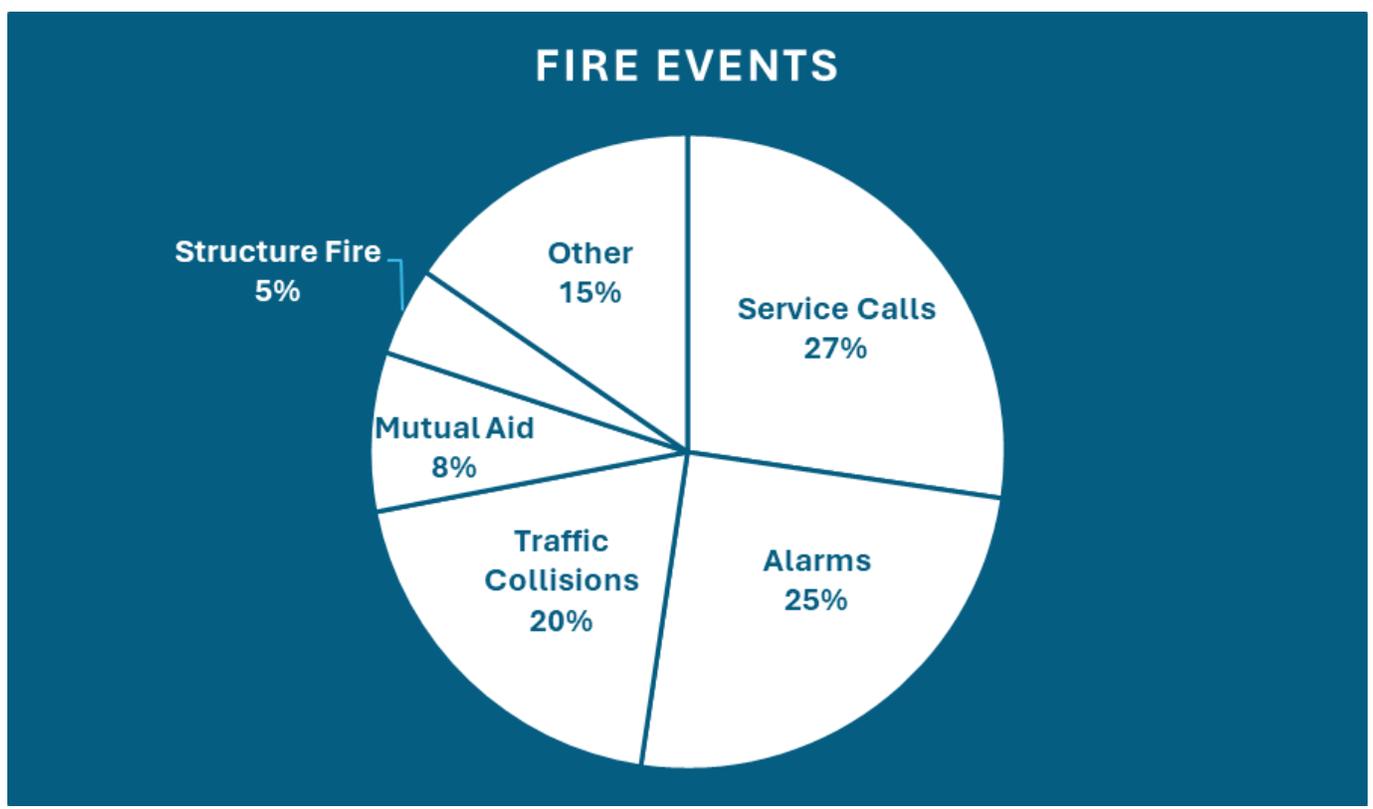
Priority 3- No immediate threat to persons or property  
Priority 4- Informational, administrative, low risk

# Fire



Over the course of the year, our personnel processed over 1,200 fire related events.

Each fire event is categorized using different call for service types. The chart below shows the most common fire incidents received throughout 2023. These calls for service include service calls, which range from lift assists, water problems, or vehicle lockouts, alarms, traffic collisions, structure fires and mutual aid requests where our fire resources assisted outside agencies. All other fire call types and responses make up the remainder of the yearly calls received.

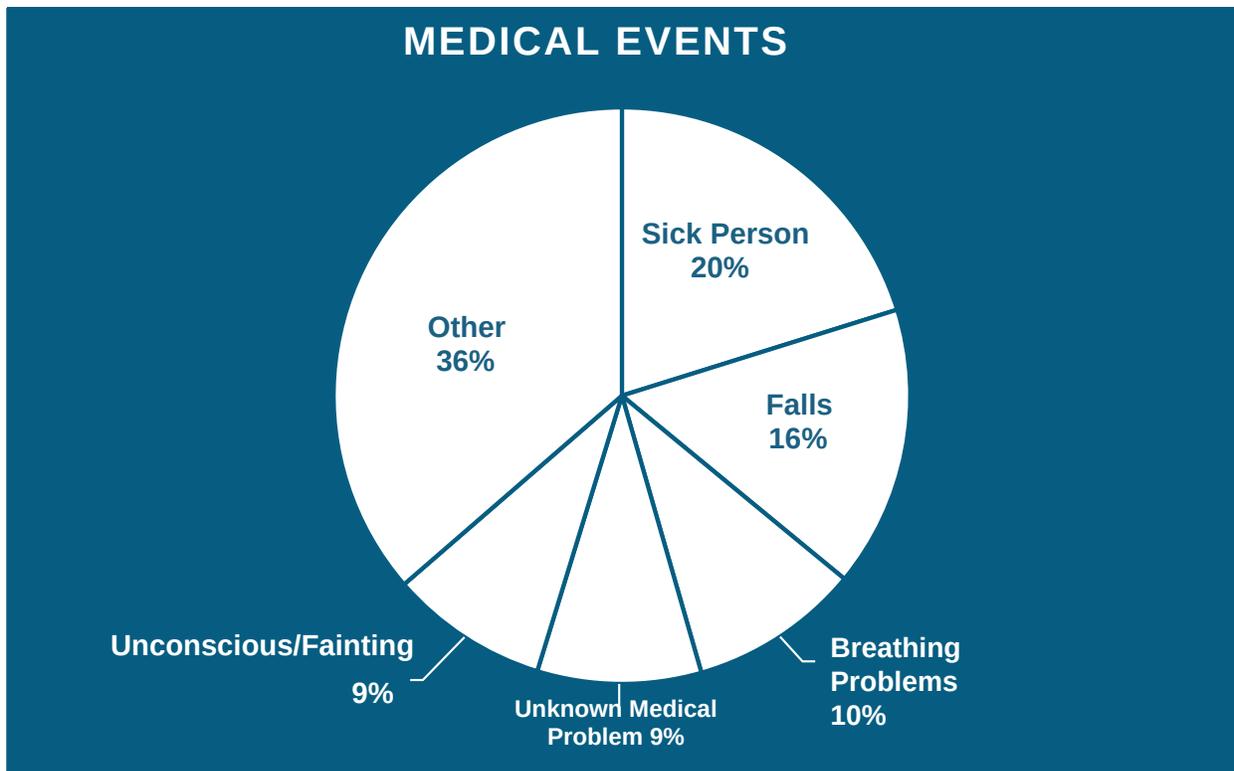


# EMS



Throughout 2023, our staff handled over 3,600 medical calls for service.

Each medical event is categorized using different call for service types. The chart below shows the most common medical events received during the year. These calls for service include generalized sickness, fall victims, breathing problems, unknown medical problems, unconscious persons. All “other” medical call types make up the remainder of the yearly calls received.



# Milestones



Our Communications Center reached numerous milestones throughout the year. Some of these achievements include:

- Becoming a fully staffed communications center. All budgeted FT positions were filled prior to the end of the calendar year.
- Participating in our City's National Night Out in August 2023
- Participating in several school events, including career days at El Dorado High School and Valadez Middle School as well as Flag Day at Brookhaven Elementary School
- Participated in the Citizen's Academy presentations for both the City as well as the Police Department.
- Becoming the third communications center recognized in the State of California as part of the Missing Kids Readiness Program through the National Center for Missing & Exploited Children
- Engaged with the community by hosting a Danish with a Dispatcher event
- Creating a division badge
- Creating a division challenge coin
- Hosting an Inaugural Dispatcher Badge Pinning Ceremony
- Beginning the International Academies of Emergency Dispatch (IAED) accreditation process in November

PPSC members at the National Night Out event.



PPSC members at our badge pinning ceremony in October 2023.



# Goals

Goals our center strives to achieve in the next year include:

- Remain a fully staffed dispatch center.
- Receive emergency medical dispatching accreditation through IAED.
- Hire additional part-time personnel to assist with covering the 24-hour operations in the dispatch center.
- Create public service announcement videos for the community on various topics, including “How to call 9-1-1.”
- Create a recruitment video to share on various media outlets.
- Continue community outreach to local schools and facilities to explain the 9-1-1 call process.
- Participate in the City C.E.R.T program
- Participate in community events like National Night Out, Heritage Festival and the Tamale Festival.
- Provide the opportunity for our police and fire responders to complete dispatch center sit alongs.
- Create a private/public partnership to alleviate overtime and support a healthy work-life balance.
- Relocate to the City’s new public safety building.

\*In January 2024, the Center became an Accredited Center of Excellence for emergency medical dispatching. PPSCC is the 329th medical ACE in the world, 15th in the State of California, and the only accredited Center in Orange County.



Public Safety Building concept design.

# Contact Us



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@placentia\_public\_safety\_comm



[www.placentia.org](http://www.placentia.org)

# Thank You

The Communications Center staff would like to thank the continued support of City Administration, City Council, our public safety partners at the Placentia Police Department and Placentia Fire & Life Safety and Lynch Ambulance, as well as our residents and visitors of the community.



Placentia Public Safety Communications  
Annual Report 2023

